

# FAQ Answers

## What is Save Your Local?

Save your Local is a collaboration between various entrepreneurs in South Africa. We wanted to be able to use our skills and experience to assist small and medium size businesses in South African during the Covid-19 lockdown.

Save your Local is a non-profit company which has secured, on a pro bono basis, the services of a number of partner businesses which have worked together to create a marketplace where small businesses can advertise their goods and services and sell vouchers which can later be redeemed at their establishments.

## Who built this? And why?

A number of businesses and people have all been involved to ensure that Save Your Local was able to launch and assist businesses as fast as possible. Have a look at the tab at the top of our landing page, to see who has been involved.

We have all been involved with or built small businesses of our own, and we are aware of the stresses placed on business owners at this time. Some of us share the same concerns and worries.

## How does SaveYourLocal work?

We provide a platform which facilitates the advertising and sale of vouchers by local businesses or Merchants. If you wish to purchase a voucher or make a donation to the establishment of your choice, you will be directed to a third party website to complete the transaction. The affiliate website is selected by the listed Merchant.

## What kinds of businesses can participate?

Any small business can apply for registration, subject to the requirements of the affiliate platforms selected to complete the sale of the voucher.

## Why isn't my favourite business on your site?

If you want to support a business that isn't reflected, please let them, and us, know. If they register, we can assist them with registering as a merchant (there is a validation process that they must work through). Once they are loaded as a merchant, you can support them.

## Is this just for Jo'berg, Cape Town and Durbs? Can you do this for my city?

If a business registers successfully with one of the third party websites which fulfils the voucher process, they can be reflected on our platform.

## Why is so much paperwork needed before I can register as a merchant with the voucher platforms?

It is necessary to prove that the person listing the voucher is actually linked to the business advertised.

## Who are the voucher issuing platforms?

We provide a platform which facilitates the advertising and sale of vouchers by local businesses. If you wish to purchase a voucher or make a donation to the establishment of your choice, you will be directed to a third party website to complete the transaction. The third party website is selected by the listed business.

Rather than building out a tech capability of our own, we have partnered with the experts to speedily provide a much needed service to small businesses.

We are busy contracting these voucher issuing platforms to ensure as far as we are able to, that vouchers are issued with no costs. However, there may be some charges which are unavoidable, and some voucher issuing platforms may charge a nominal amount. **Please read their terms carefully, as this is a contract between you and that platform.** The voucher will be issued in accordance with their standard practice

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